



BUSINESS SERVICE OFFICER 1 (SPECIALIST) – Class Code:4720 Exam Code: 3PB1701
BUSINESS SERVICE OFFICER 1 (SUPERVISOR) – Class Code: 4722 Exam Code: 3PB1702

Department(s): Alcohol Beverage Control
Board of Equalization
California Community Colleges Chancellor's Office
California Conservation Corps
California Department of Human Resources
California Earthquake Authority
California Health Benefit Exchange
California Prison Industry Authority
California Public Employees Retirement System
California Public Utility Commission
California State Lottery
California State Teachers Retirement System
California Technology Agency
Commission on Teacher Credentialing
Department of Business Oversight
Department of Child Support Services
Department of Community Services and Development
Department of Conservation
Department of Consumer Affairs
Department of Education
Department of Finance
Department of Forestry & Fire Protection
Department of Health Care Services
Department of Insurance
Department of Justice
Department of Motor Vehicle
Department of Parks and Recreation
Department of Public Health
Department of Rehabilitation
Department of Resources Recycling & Recovery
Department of State Hospitals
Department of Veterans Affairs
Franchise Tax Board
Government Operations Agency
Office of Statewide Health Planning & Development
Secretary of State
State Compensation Insurance Fund
State Personnel Board

Opening Date: 10/14/13
Final Filing Date: Continuous
Type of Examination: Multi-Departmental Open
Salary: MONTHLY-RANGED-SALARY
Business Service Officer 1 (Specialist) - \$3658.00 - \$4446.00
Business Service Officer 1 (Supervisor) - \$3845.00 - \$4622.00

EEO

An equal opportunity employer to all regardless of race, color, religion, sex, gender identity or expression, national origin, age, ancestry, disability, marital status, political affiliation, sexual orientation, or genetic information.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken the examination, you may not reapply for twelve (12) months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

ELIGIBLE LIST INFORMATION

An open, merged list will be established by the California Department of Human Resources for use by the State departments listed on this bulletin. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires twelve (12) months after it is established. Competitors must then retake the Training and Experience examination to reestablish eligibility.

Competitors may take the Training and Experience Examination only once during any twelve (12) month period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

Business Service Officer 1 (Specialist)
Business Service Officer 1 (Supervisor)

Either 1

One year of experience in the California state service performing duties comparable to those of a [Business Service Assistant \(Specialist\), Range C, or of a Staff Services Analyst, Range B, in a business service assignment](#). (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience

performing these duties before they can be considered eligible for appointment.)

Or 2

Experience: One year of [technical experience beyond the Trainee level](#) in one or a combination of the following:

- [1. Equipment and supplies management including the preparation of purchase documents. or](#)
- [2. Building management including lease negotiation and problem resolution. or](#)
- [3. Telecommunications including landwire and radio/microwave.](#)

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a [Business Service Assistant \(Specialist\), Range C.](#)] and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

Business Service Officer 1 (Specialist)

Under general supervision, incumbents independently perform technical and analytical business service work of average difficulty in a variety of functions; assist in the performance of the more difficult and complex business service work; or are assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing, Facilities Management, Capitol Outlay and Telecommunications. (Analytical work of average difficulty is described as that which would otherwise be appropriate for a Staff Services Analyst.)

Incumbents are nonsupervisory but may serve as lead over lower level staff. With an appropriate restructuring of duties, positions allocated to this class may be downgraded to Business Service Assistant (Specialist) for recruitment purposes.

Business Service Officer 1 (Supervisor)

This is the first supervisory level in the series. Under general supervision, incumbents typically have full supervisory responsibility for approximately 3 - 6 lower level staff in a business service office which may include general clericals, Materials and Stores Supervisors, Property Controllers, Mailing Machine Operators, and Stock Clerks.

Typically, incumbents either (1) supervise all business service functions in the smallest business service offices and may personally perform the most difficult and complex technical and analytical business service work; or (2) in larger offices, supervise one or more business service functions of average difficulty or two or more functions of least complexity as assistant to a higher level Business Service Officer and assist with the performance of more difficult and complex business service work.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION-Weighted 100%

The examination will consist of solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to view the Training and Experience Evaluation.](#)

KNOWLEDGE AND ABILITIES

A. Knowledge of:

- English grammar and punctuation
- Principles and practices of public administration
- Financial record keeping
- Office and automotive equipment and supplies
- Bases for property values and the legal forms
- Procedures and requirements necessary in property transactions
- Building management including office layout, lighting, heating and ventilation
- Personnel management and supervision *
- The department's Affirmative Action Program objectives *
- A supervisor's role in the Affirmative Action Program and the processes available to meet affirmative action objectives *

** Pertains only to Business Service Officer 1 (Supervisor)*

B. Ability to:

- Communicate effectively
- Learn rapidly
- Follow directions
- Analyze data accurately
- Reason logically
- Maintain the confidence and cooperation of those contracted during the course of work
- Utilize good work habits
- Write specifications
- Determine whether incoming materials, supplies and equipment meet the standards set up in these specifications
- Utilize office and automotive equipment and supplies effectively and economically
- Prepare rough sketches of proposed alterations and repairs to premises and estimate costs
- Inspect miscellaneous properties and equipment and correctly report their conditions and recommend replacements
- Plan and direct the work of others
- Successfully negotiate agreements for office space, equipment, supplies and services
- Prepare budgetary data on such needs
- Analyze situations and problems accurately and take an effective course of action
- Estimate future needs and cost of equipment, supplies and services and prepare budgetary data on such needs *
- Effectively contribute to the department's affirmative action objectives *

** Pertains only to Business Service Officer 1 (Supervisor)*

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources (CalHR)
Attn: Examination Services
1515 "S" Street, North Bldg Ste. 400
Sacramento, CA 95811
1-866-844-8671
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must select the appropriate box on the self-scheduling examination and will be contacted by the testing department.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Bulletin Release Date: This examination bulletin was released and posted on www.jobs.ca.gov on 10/14/13. Last updated on 04/24/2015.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

TAKING THE EXAM

After clicking the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to go to the Training and Experience examination for Business Service Officer 1 \(Specialist\) and Business Service Officer 1 \(Supervisor\).](#)